

From: [Chantell Tice](#)
To: [Glenn Cavin](#); [Justin Copling](#)
Cc: [Jason Cheshier](#)
Subject: Re: license expiring
Date: Tuesday, January 29, 2019 6:31:21 PM
Attachments: [image002.png](#)
[image003.png](#)
[image004.png](#)
[image006.png](#)
[image007.png](#)
[image008.png](#)
[Vigilant Enterprise Service Agreement Plano.docx](#)
[ATPFile_CE6EEE48-3663-4393-AEBB-9A55F7C1723F.token](#)

Hi all,

To start, the subscription has been extended until the end of Feb so we can get this figured out.

From what I understand right now, the current ESA has expired. That said, I think we need to get a new agreement in place as the old one is quite dated. CALEA language is now standard in our ESA. Additionally, there is language around users, "User logins are restricted to agents and sworn officers of the Affiliate" which brings me to my next question. The person that is using the parking system, as I understand it is not sworn. Can you tell me more about his role and what he does? Typically, non-sworn officers use our client portal (non-LEA) and are not authorized to user LEARN (CJIS standards). I want to run this by our security officer but need a bit more info around his role to see if there is an exception or start discussing moving over to client portal.

I have attached the most current version of our ESA which also includes the parking fee schedule.

Chantell Tice
Client Success Manager, West Coast
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From: Glenn Cavin <GlennC@plano.gov>
Date: Tuesday, January 29, 2019 at 5:32 PM
To: Justin Copling <justinco@plano.gov>, Chantell Tice <chantell.tice@vigilantsolutions.com>
Cc: Jason Cheshier <jason.cheshier@vigilantsolutions.com>

Subject: RE: license expiring

Thanks, all. I spoke with Jason last week about this as well.



Police Department



Serving Since 1995

Glenn Cavin

Lieutenant

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From: Justin Copling

Sent: Tuesday, January 29, 2019 5:31 PM

To: Chantell Tice <chantell.tice@vigilantsolutions.com>; Jason Cheshier
<jason.cheshier@vigilantsolutions.com>

Cc: Glenn Cavin <Glennnc@plano.gov>

Subject: RE: license expiring

Thank you very much, Chantell!

Justin Copling

From: Chantell Tice [<mailto:chantell.tice@vigilantsolutions.com>]

Sent: Tuesday, January 29, 2019 5:29 PM

To: Justin Copling <justinco@plano.gov>; Jason Cheshier <jason.cheshier@vigilantsolutions.com>

Cc: Glenn Cavin <Glennnc@plano.gov>

Subject: Re: license expiring

Jason was kind enough to loop me into this a few days ago.. I do have an email in to our Operations Manager but I have no problem harassing him so more.. Let me check in with him again and try and get answer. I understand the importance of this and will get back to you soon.

Chantell Tice

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From: Justin Copling <justinco@plano.gov>

Date: Tuesday, January 29, 2019 at 5:26 PM

To: Jason Cheshier <jason.cheshier@vigilantsolutions.com>, Chantell Tice
<chantell.tice@vigilantsolutions.com>

Cc: Glenn Cavin <Glennnc@plano.gov>

Subject: RE: license expiring

Chantell,

I see that Jason is out of the office today, so I'm forwarding this to you in case you have any updates for us.

Thanks,

Justin Copling

From: Justin Copling

Sent: Tuesday, January 29, 2019 5:24 PM

To: Jason Cheshier <jason.cheshier@vigilantsolutions.com>

Cc: Glenn Cavin (<Glennnc@plano.gov>) <Glennnc@plano.gov>

Subject: license expiring

Jason,

According to the LEARN website, our subscription is set to expire on the 31st. I am curious if you have any update on when we might be able to execute the contract with Vigilant in order to renew our subscription. We are certainly anxious to get it renewed so that our detectives – who use LEARN on a very regular basis – don't see a significant impact on their access to the data.

Thanks,

Please take a moment to complete the City of Plano [Customer Satisfaction Survey](#).



Justin Copling
Technology Liaison Officer

**Police
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